

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) MINUTES**

<b>Type of Meeting</b>	<b>Service Area 1 Quality Improvement Council</b>	<b>Date</b>	<b>July 2, 2013</b>
<b>Place</b>	<b>2323A E. Palmdale Blvd., Palmdale, CA 93550</b>	<b>Start Time:</b>	<b>2:00 p.m.</b>
<b>Chairperson:</b>	<b>Debi Berzon-Leitelt, LCSW, MPA</b>	<b>End Time:</b>	<b>3:30 p.m.</b>
<b>Co-Chair Person:</b>	<b>Barbara Paradise, LMFT</b>		
<b>Recorder:</b>	<b>Debi Berzon-Leitelt</b>		
<b>Members Present:</b>	Barbara Paradise; Christine Ramsey; Debi Berzon-Leitelt; Douglas Corrigan; Jolene Eccles; Josephina Dhungana ; Karen Ferguson; Lauren Cheung; Levana Adato; Mary Camacho-Fuentes; Mary Crosby; Sarah Treusdell; Sara Meyerowitz; Saul Zepeda; Shelvey Tajii; Sonia Hicks		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 2:00 p.m.	Introductions were made.	D. Berzon-Leitelt
<b>Minutes (link)</b>	May7, 2013 Minutes – No review of prior minutes f/u with any questions/concerns about content <a href="http://dmhhqportal1/sites/ppsb/QI/Site_Pages/Service%20Area%201%20QIC.aspx">http://dmhhqportal1/sites/ppsb/QI/Site_Pages/Service%20Area%201%20QIC.aspx</a>	Ongoing	D. Berzon-Leitelt
<b>SAAC – SA 1</b>	<p>Sonia Hicks LACDMH Service Area -1 Co-Facilitator of the SAAC provided guest representation at the QIC to inform liaisons about some of the format of the SAAC meetings and work being done in the community.</p> <p>In addition, Sonia discussed meeting with the local Town Councils and her work doing “Outreach &amp; Engagement” for the Antelope Valley.</p> <p>She presented her upcoming event for October 6, 2013, “Healthy Mind &amp; Body.” This event will provide several different types of health screenings and services to approximately 2000 residents in the Antelope Valley Community, free of charge. Services are provided by the Tzu Chi Foundation and health care workers volunteering their time.</p> <p>Sonia also discussed the challenges of transportation and encouraged Providers to assist with services as well. In addition, an outreach request was made for assistance with the Spanish speaking population.</p> <p>Sonia will be taking reservations by phone and will need assistance.</p> <p>Lauren Cheung asked about child care; Sonia indicated that children remained with parents and also received services and that childcare was not an issue.</p> <p>Services are free to whoever seeks them and is inclusive of pharmacy and follow-up. Dentist volunteers are needed and all liability is under the Tzu Chi Foundation.</p> <p>Josephina Dhungana stated that she attended last year and that the services were very impressive and organized.</p>	<p>Support from agencies at event</p> <p>D. Berzon-Leitelt supported request for outreach to Spanish speaking population and remarked the importance of outreach to “underserved” populations</p> <p>Lauren Cheung Josephina Dhungana</p>	<p>Sonia Hicks D. Berzon-Leitelt</p>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Healthy Mind &amp; Body Questionnaire (PIP)</b>	<p>Presented “Healthy Mind &amp; Body Questionnaire” to Liaisons in conjunction with data correlating mental health comorbidity to some of the chronic health conditions that the Tzu Chi Foundation will be screening for at the Healthy Mind &amp; Body event (Data was resourced from Netsmart Technologies at the recent Pathways Conference sponsored by LACDMH &amp; USC). Discussed usefulness of questionnaire feedback for information about access to mental health services and needs of community’s access to medical services.</p> <p>Elicited support from Liaisons and discussed how the new information may benefit Providers and be useful and the importance of supporting the large community event. Questionnaire will provide information to support QI goals and PIP for SA.</p>	<p>Barbara Paradise encouraged Liaisons to support and discussed that questionnaire helps to address QIC project for current community need and that this helps with data.</p> <p>F/U D. Berzon-Leitelt</p>	<p>D. Berzon-Leitelt</p> <p>D. Berzon-Leitelt</p>
<b>LAC-DMH Program Support Bureau Quality Improvement (QI) 2013 Test Calls Project</b>	<p><b>Mary Crosby – Program Support Bureau</b>  Service Area 1 – Scheduled August 4<sup>th</sup> – August 10, 2013  <a href="http://psbqi.dmh.lacounty.gov/QI/Report_Final/TEST_CALL_Form_2013.pdf">http://psbqi.dmh.lacounty.gov/QI/Report_Final/TEST_CALL_Form_2013.pdf</a>  <a href="http://psbqi.dmh.lacounty.gov/QI/Report_Final/Test_Calls_2013_Survey_Instructions.pdf">http://psbqi.dmh.lacounty.gov/QI/Report_Final/Test_Calls_2013_Survey_Instructions.pdf</a>  SERVICE AREA TEST CALL SCHEDULE    TEST CALL SCENARIOS  TEST CALL GUIDELINES    TEST CALL INSTRUCTIONS</p> <p>M. Crosby indicated that the State requires that our services are available and Test Calls are “secret shopper,” and that caller makes up scenario. SA-1 will have one week (8/4 thru 8/10) to do the calls. One call is a complaint that is to be referred to the PRO and is to be done by the QIC Chair or Co-Chair. Request for copies of reports can be found online as well as instructions. ACCESS will ask for information from caller; get name of Agent. Fill out one form per call. Form is in likert scale format and there are scenario examples. If you mess up the call it is okay to hang up and call back again. Make sure form is printed off the web site and completed forms are to be sent to service area QIC Chair. Half of Test Calls are in English and half are in another language. D. Berzon-Leitelt circulated sign-up form to commit to Test Call Project. J. Dhungana provided feedback about experience making non-English Test Calls. M. Crosby reviewed Test Call Form.  <a href="http://lacdmh.lacounty.gov/policy/Contractors/index.htm">http://lacdmh.lacounty.gov/policy/Contractors/index.htm</a></p> <ul style="list-style-type: none"> <li>• DMH POLICY/PROCEDURE 202.17 – HEARING IMPAIRED MENTAL HEALTH ACCESS</li> <li>• DMH POLICY/PROCEDURE 202.21 – LANGUAGE INTERPRETERS</li> </ul>	<p>D. Berzon-Leitelt informed SA-1 DMH participants that test calls are required to be made <u>only</u> during scheduled working hours (FSLA)  Circulated sign-up form to commit to participate in Test Call Project.</p> <p>L. Cheung – Does ACCESS know that Test Calls are being done?</p> <p>Josephina Dhungana-Request for copies of report when completed; threshold language</p>	<p>Service Area 1 QIC Chair &amp; Co-Chair  D. Berzon-Leitelt  B. Paradise</p>
<b>Bulletins And Hand-outs</b>	<p><b>RMD</b> Bulletin – DMH 13-061 May 2, 2013 - New Federal Poverty Level 2013-2014</p> <p><b>Quality Assurance</b> Bulletin – No. 13-03 June 6, 2013 Licensed Professional Clinical Counselors (LPCCs)</p> <p>D. Berzon-Leitelt reported that the Board of Behavioral Sciences Posted the new July 2013 Statutes and Regulations related to the Practice of Professional Clinical Counseling on the website and it is available to refer to</p>	<p>N/A</p>	<p>N/A</p> <p>Legal Entities to Follow-up</p>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Continued...  Bulletins And Hand-outs	Continued...  Quality Assurance Bulletin – No. 13-04 June 26, 2013 Intensive Care Coordination (ICC) and Intensive Home Based Services (IHBS) The National CLAS Standards (Culturally and Linguistically Appropriate Services) <a href="http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&amp;lvlID=15">http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&amp;lvlID=15</a>	Continued...	Continued...
Office of the Medical Director	<p><b>Peer Review of psychotropic medications for indigent clients (handout);</b> Discussion of findings presented by Mary Ann O'Donnell with Liaisons and findings for use and justification of more than one benzodiazepine and regimens that <i>departed from parameters</i>. "The required documentation on the Outpatient Medication Review form was not present in 35% of charts reviewed."</p> <p><b>STANDARDS FOR PRESCRIBING AND FURNISHING OF PSYCHOACTIVE MEDICATIONS</b> POLICY NO. 103.01  <a href="http://file.lacounty.gov/dmh/cms1_166339.pdf">http://file.lacounty.gov/dmh/cms1_166339.pdf</a>  <b>Required Elements of a Patient-Specific Furnishing Protocol</b>  <a href="http://dmhhqportal1/sites/DMHPAP/Policies/100199%20PROGRAM%20OPERATIONS/Attachments/103_01_Hyperlink_1.pdf">http://dmhhqportal1/sites/DMHPAP/Policies/100199%20PROGRAM%20OPERATIONS/Attachments/103_01_Hyperlink_1.pdf</a>  <b>OUTPATIENT MEDICATION REVIEW</b>  <a href="http://dmhhqportal1/sites/DMHPAP/Policies/100-199%20PROGRAM%20OPERATIONS/Attachments/103_01_Hyperlink_2.pdf">http://dmhhqportal1/sites/DMHPAP/Policies/100-199%20PROGRAM%20OPERATIONS/Attachments/103_01_Hyperlink_2.pdf</a></p> <p><b>Online Incident Risk Reporting System online application;</b> will need to be customized for mental health</p> <p><b>Suicide Reviews – Policies and Parameters</b></p> <ul style="list-style-type: none"> <li>• C-SSRS can be found online at <a href="http://cssrs.columbia.edu/about_cssrs.html">http://cssrs.columbia.edu/about_cssrs.html</a> Differentiates intent verses gestures and behaviors; for adults. Cues in on intent verses gesture. Encouraged participants to follow link to explore training and read literature. D. Berzon-Leitelt reported that literature indicated that CSSRS has strong validity and reliability.</li> </ul> <p><b>Patient Access for Timeliness to Services – Policies and Parameters</b> Seven days for hospitals and juvenile hall and thirty days for initial request for services.</p>	<p>J. Dhungana Request for copy of report; question about who has procedures; is there any directive L. Cheung inquiry about what "form" is used in record; training</p> <p>L. Cheung – question about cutting behaviors</p>	<p>D. Berzon-Leitelt to email copy to Liaisons</p> <p>D. Berzon-Leitelt</p>
LAC-DMH Program Support Bureau Quality Assurance Division (QA)	<p><b>ICC / IHBS - Intensive Care Coordination and Intensive Home Based Services (bulletin)</b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.dhcs.ca.gov/Pages/KatieAImplementation.aspx">http://www.dhcs.ca.gov/Pages/KatieAImplementation.aspx</a></li> <li>• "Medi-Cal Manual for Intensive Care Coordination (ICC), Intensive Home Based Services (IHBS) &amp; Therapeutic Foster Care (TFC) for Katie A. Subclass Members." (Text Version)</li> <li>• "Pathways to Mental Health Services - Core Practice Model (CPM) Guide." (Text Version)</li> </ul>	Ongoing	<p>D. Berzon-Leitelt</p> <p>D. Berzon-Leitelt Barbara Paradise</p>

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
LAC-DMH Program Support Bureau Quality Assurance Division (QA) Patient's Rights Office	<p><b>I. Patient's Rights – Field Visitation Resources (QA notes)</b></p> <p>a) <a href="http://dmhhqportal1/sites/PRB/default.aspx">http://dmhhqportal1/sites/PRB/default.aspx</a></p> <p>b) Los Angeles County's Mental Health Plan shall ensure that forms that may be used to file grievances, appeals, and expedited appeals, and self-addressed envelopes are available for beneficiaries to pick up at all provider sites without having to make a verbal or written request to anyone (CCR, title 9, chapter 11, section 1850.205(c) (1) (C) Protocol, Section C, "Beneficiary Protection").</p> <p>D. Berzon-Leitelt introduced the Field Visitation Resource book to the Liaisons. Provided Table of Contents to Liaisons to inform them of the format and contents of the book so Liaisons are informed of how Service Area – 1 resolved and is making information and resources readily available to clients that are receiving services in alternative settings. The Field Visitation Resource book will also be translated into Spanish and there will be one in English and Spanish at each directly operated program in the Antelope Valley and used every time services are provided. Use of the books will be monitored by a sign-out system each time to ensure that beneficiaries have access to the information and information is available in alternative setting.</p>	Barbara Paradise provided feedback about options for field base clients and challenges explored in meeting PRO and the MHP requirements. Providers were encouraged to meet the obligation however it was best to adhere to.	D. Berzon-Leitelt
Notes Review of Countywide QI/QA Meeting	No Review of Meeting Notes	N/A	N/A
Discussion	<i>NO Questions, Comments, Discussion</i>	N/A	N/A
Next Meeting	<p>Next Meeting September 3, 2013</p> <p>Antelope Valley Kidz Connection (661) 223-3800</p> <p>2323-A Palmdale Blvd., Palmdale, CA 93550</p>	N/A	N/A

Barbara Paradise, LMFT  
SA – 1 QIC Co-chair

Submitted: *Debi Berzon-Leitelt, LCSW, MPA*

Debi Berzon-Leitelt, LCSW, MPA  
SA – 1 QIC Chair